DOA in Parkdale TO
The Integrated Service Model

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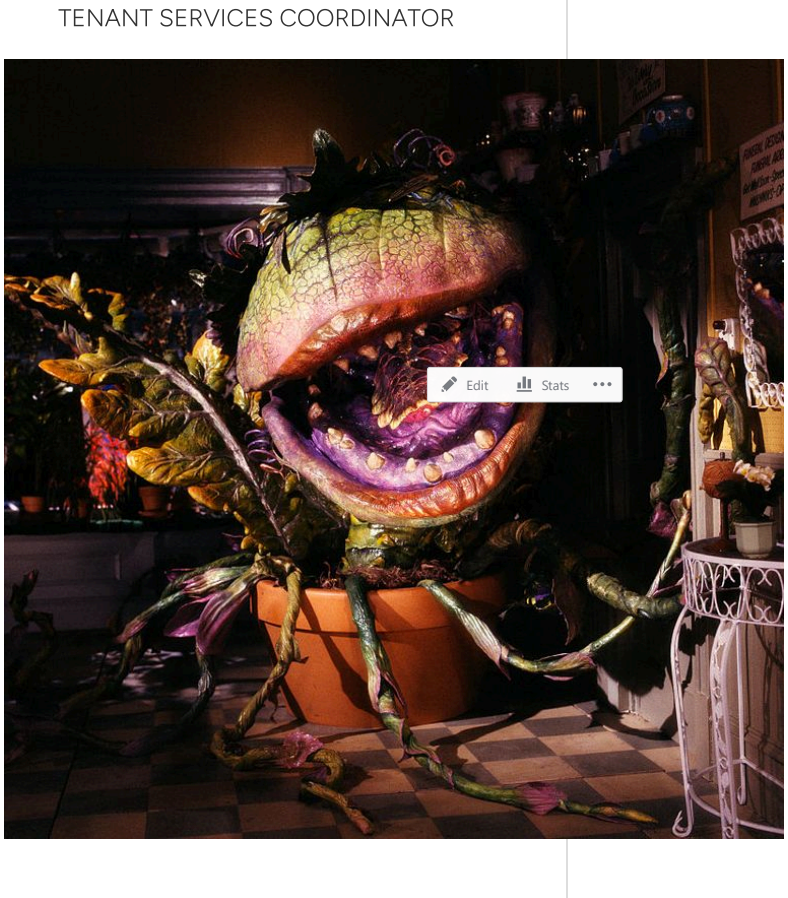
Karen "The Karen" Phillips: This Year's Winner of the Venus Flytrap Prize

December 22, 2020

For being THE COFFIN'S idea of a GREAT TENANT SERVICES COORDINATOR



Specimens Below

Virtuousic Ambidexterity at Passing the Buck

After months and months of documenting illegal activity right outside his door, Johnny felt the time had come for Karen Phillips, Venus Flytrap Laureate, to really do something besides send "the occupant" letters which he laughed at and immediately tore up – that is, when he didn't just ignore him.

Suddenly, out of the blue, our Venus Flytrap Laureate declared that it was really just TOO HARD – ah, poor thing – to prove illegal activity so Johnny better go to her good buddies, the police, even better at doing nothing than she was – as things transpired....

Yes, suddenly Karen got the vapors and declared it all just EXCEEDED HER AUTHORITY – ie, involved that nastiest of things for a TCHC butt-crack chair-warmer – WORK!

Of course, it wasn't even necessary to prove illegal activity at all. All our CHAMP had to do was enforce the terms of the lease, specifically the one about unpremitted business activity. When Johnny was so naive as to point this out, the silence was deafening (see below)....

RE: Another update re 124-25 West Lodge and some improvements....

From: Karen Phillips (karen.phillips@torontohousing.ca)
To: jonrowland7@yahoo.com
Date: Monday, March 9, 2020, 11:59 AM EDT

Hi Jon, TCHC employees do not have the authority to arrest and it is very difficult for employees to prove illegal activity. You state that you have witnessed this activity and your information would be very helpful to officers so that they may follow up.

I am always willing to do my part regarding disturbances and other issues. Your information has been very helpful but I am sorry that my authority only goes so far.

Kind Regards

Karen Phillips

Karen Phillips
Tenant Service Coordinator,
Seniors Housing Unit West

Toronto Community Housing
423 Yonge Street, Toronto, ON M5B 1T2
T: 416-981-6906
F:416-981-6557
E: karen.phillips@torontohousing.ca

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From: jon rowland [mailto:jonrowland7@yahoo.com]
Sent: March-09-20 11:44 AM
To: Karen Phillips
Subject: Re: Another update re 124-25 West Lodge and some improvements....

CAUTION: This email originated from outside of Toronto Community Housing (TCHC). Do not click links or open attachments unless you recognize the sender and know the content is safe.

Thanks, Karen. I've been considering what else to do. It's unclear precisely whose jurisdiction contraband is. A recent article on the Financial Post's website indicates that it's the jurisdiction of the RCMP and the Ministry of Finance. The government's own website seems to indicate that the OPP gets involved.

However, the negative activities that accompany the occupant's dealing - his customers creating a disturbance, smoking in common areas, acting out and leaving garbage in the hall - are probably all still well within the jurisdiction of Housing. Any additional action you can take to curtail these related activities is very welcome - but of course the root cause is the activity itself. I believe it is stipulated in our lease that we may not engage in illegal activity - which I believe includes using the premises to store and deal contraband: "The Tenant shall not use or permit the Leased Premises to be used for any illegal act, trade, business or occupation."

Meanwhile, if I see a cop on the grounds I will certainly do my part and ask him about the issue but I imagine he will just refer me to another agency. Maybe Crime Stoppers? The RCMP? If the occupant is dealing enough cigarettes, there could be a jail sentence.

I normally wouldn't care about contraband cigarettes at all. It's the dealing of them - and the related activities - by this individual in this place - that pose the problem. The occupant is unable or unwilling to keep his customers from coming in off the street and causing trouble.

Best regards
Jon Rowland
129-25 West Lodge

PS The occupant is (still) accommodating a minor and an adult female in his unit. This has been going on since November. He has exceeded the terms for a guest, and accommodating 2 additional people in a bachelor unit in a seniors-designated building is - to say the least - less than optimal. This adds to congestion and noise and accounts for at least some of the disturbances here - too many people, in too small a space. Better arrangements need to be made. Maybe this is something Housing should look into as well.

All the best!

On Monday, March 9, 2020, 10:28:28 AM EDT, Karen Phillips <karen.phillips@torontohousing.ca> wrote:

Hi Jon,

The Toronto Police is at West Lodge daily to help deal with activity. It might be helpful if you discuss your concerns on the contraband cigarettes as they may be able to make an arrest. As always I wil try to assist.

From: jon rowland [mailto:jonrowland7@yahoo.com]
Sent: March-09-20 10:21 AM
To: Karen Phillips
Subject: Another update re 124-25 West Lodge and some improvements....

CAUTION: This email originated from outside of Toronto Community Housing (TCHC). Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good morning, Karen.

The occupant has been somewhat quieter lately, and I strongly believe this is a direct result of stops you've taken. The weekend partying has been a little quieter, and the unauthorized visits by intruders / trespassers to buy illegal cigarettes (and probably other substances) are also somewhat down. This is much appreciated.

However, the occupant does continue to open his door to the one very persistent and disruptive trespasser we already know about it, and he is definitely still dealing illegal cigarettes. The problem with the cigarettes is the traffic that comes to his door. This in itself is somewhat disruptive, as it usually involves some degree of haggling. The occupant sells by the carton, and his customers run up a tab. His customers also tend to smoke in the hall, and act out when they don't get served. Last Saturday evening there was such an incident. The occupant wasn't home when a trespasser came to his door, almost certainly to buy cigarettes. It appears the trespasser got frustrated because he left a small pile of debris at the occupant's door - featuring an empty pack of contraband cigs, so the message was clear. The occupant cleaned up the mess when he got back later. I'm afraid that dealing any illegal substance is incompatible with a good environment in here.

Still, I'm glad that there has been some improvement. I especially appreciate that the occupant of 124 now keeps his door closed almost all the time. This considerably reduces the amount of smoke released into the hall and subsequently into adjoining units - my own especially. My lingering concern is that it has taken so much energy and effort to restrain the occupant's illegal and disruptive activities this much; my concern is that, when the pressure is removed, and with warmer weather, these negative activities - which have never TOTALLY stopped - will only resume. From what I've observed the occupant is part of a small gang dealing in contraband, and stocking at least some of it in his unit. So he probably has the capacity to resume, and in a big way.

These are issues which you might well have already taken into account. I am just offering you some feedback. While I'm at it I think I also should note some of the other real improvements - wiring the emergency door has helped reduce intruders a lot, and the better lighting has created a better atmosphere less conducive to illegal

behavior. The new cameras should make it a lot easier to spot and record some of this behavior too - I note however that it seems to be taking a long time to get the cameras running (they installed most of the hardware months ago - and the cameras still aren't working).

Best regards
Jon Rowland
129-25 West Lodge

PS I also noticed the hand sanitizer in the lobby. We live in interesting times. Let's hope we continue to.

The Strong Silent Type ESPECIALLY When She's Wrong You're Right AND

She REALLY Ought To APOLOGIZE

– Then the silence is

DEAFENING!

Fw: A disturbance last night involving #124-25 West Lodge and one of his customers

From: jon rowland (jonrowland7@yahoo.com)
To: richard.kim@torontopolice.on.ca
Date: Saturday, March 21, 2020, 09:37 AM EDT

From Jon Rowland
129-25 West Lodge

----- Forwarded Message -----
From: jon rowland <jonrowland7@yahoo.com>
To: Karen Phillips <karen.phillips@torontohousing.ca>
Sent: Tuesday, March 10, 2020, 09:03:13 AM EDT
Subject: A disturbance last night involving #124-25 West Lodge and one of his customers

Good morning, Karen.

There was another disturbance last night at 9 P.M. involving the occupant of #124-25 West Lodge and his activities.

A young man (white, in his 30s, with a red knapsack and usually accompanied by an elderly dog) entered the building unauthorized at 9 PM with his radio blaring so loud I could hear it in my unit. The man knocked at #124's door, then stepped back so as not to be seen. The occupant emerged, and a transaction took place.

The attached images clearly show a transaction, an exchange, a business activity taking place. The man in the picture (white, in his 30s) is a repeat customer and has been at #124's door often, for illegal cigarettes.

Not just by the way, the red package in the occupant's extended hand (2nd image) is recognizable to me as a package of illegal cigarettes, like the empty package another customer left at the occupant's door (with a small pile of garbage) last Saturday.

However, I think it's worth noting that the lease doesn't just forbid illegal activity, it forbids ANY sort of business activity. It isn't necessary to prove that it's illegal:

> **The tenant shall not carry on or permit to be carried on, any business, professional or commercial enterprises, in the Leased Premises or Residential Complex, without the prior written approval of the Landlord.**

I hope this helps somewhat. I know you already have other evidence of similar transactions. I will continue to document disturbances as they occur. I have taken other steps as well, along the lines of yesterday's discussion. I will let you know about that too, as it evolves.

Best regards,
Jon Rowland
129-25 West Lodge

PS I have also issued a complaint to the Help Centre that the new cameras still aren't functioning several months after the hardware was installed. These cameras should help to discourage at least some of the illegal activity that unfortunately still persists in the halls and other common areas at 25 West Lodge, but of course they need to be working.

IMG_4358.JPG
1.9MB

For Being TOTALLY INCONSISTENT Because After All Consistency Like Accountabiltiy is

For LESSER MINDS

In April NO PROBLEM

RE: Please change my emergency contact.

From: Karen Phillips (karen.phillips@torontohousing.ca)
To: jonrowland7@yahoo.com
Date: Tuesday, April 14, 2020, 08:31 AM EDT

Hi Jon, Your emergency contact has been updated and there is note on your file regarding the instructions below.

From: jon rowland [mailto:jonrowland7@yahoo.com]
Sent: April-12-20 9:21 PM
To: Karen Phillips
Subject: Please change my emergency contact.

CAUTION: This email originated from outside of Toronto Community Housing (TCHC). Do not click links or open attachments unless you recognize the sender and know the content is safe.

Please change my emergency contact from Wanda Marchut to the following:

Manny Silva

Telephone: 647-778-7393

Email: manny.silva@hotmail.com

If I get sick or cannot come to my apartment, he should be notified right away to come and retrieve my cat. He lives in the neighborhood, and has agreed to do so. I consent therefore to give him any access to my unit, and to attend to any of my affairs that might require attention.

Please confirm that this change has been made.

Regards and thanks
Jon Rowland
129-25 West Lodge

In DECEMBER She Wants Your

BLOOD TYPE or at least

POWER OF ATTORNEY

What a difference a COMPLAINT makes!

Fw: Emergency Contacts - Starving Toby - Keys and a Karen

From: jon rowland (jonrowland7@yahoo.com)
To: brad.priggen@torontohousing.ca; bill19sag53@rogers.com; chrisguaschluta@gmail.com; dianemalott@gmail.com; findcolleges@yahoo.ca; jimmeeks13@gmail.com; jonrowland7@yahoo.com; kiarafine@yahoo.com; mauriesue@gmail.com; minister_evangelism@live.ca; msdressler@hotmail.com; rehanakhan33@yahoo.com; robert5carlo@hotmail.com; robertad6@sympatico.ca; councillor_minnan-wong@toronto.ca; councillor_wongtam@toronto.ca; paul.raftis@toronto.ca; marchut17@rogers.com; jill.bada@torontohousing.ca; karen.phillips@torontohousing.ca; mayor_tory@toronto.ca; raka55@hotmail.com; stac@torontohousing.ca; lisefreespirit@hotmail.com; grant.coffey@torontohousing.ca; christine.markham@torontohousing.ca; help@torontohousing.ca
Date: Wednesday, December 16, 2020, 10:51 AM EST

At LAST! A win for Toby! Thanks to our new CSC, Christine, and our new Superintendent, Ramir. Bronx Cheers for management, 2 of whom provided inadequate and indeed erroneous information. Is there something systemically the matter here? Do bears shit in the woods? Ask Toby.

Regards,
Jon R
129-25 West Lodge
"Murder" Robinson Apts

PS Toby HAS keys.

----- Forwarded Message -----
From: jon rowland <jonrowland7@yahoo.com>
To: bill19sag53@rogers.com <bill19sag53@rogers.com>; chrisguaschluta@gmail.com <chrisguaschluta@gmail.com>; dianemalott@gmail.com <dianemalott@gmail.com>; findcolleges@yahoo.ca <findcolleges@yahoo.ca>; jimmeeks13@gmail.com <jimmeeks13@gmail.com>; jonrowland7@yahoo.com <jonrowland7@yahoo.com>; kiarafine@yahoo.com <kiarafine@yahoo.com>; mauriesue@gmail.com <mauriesue@gmail.com>; minister_evangelism@live.ca <minister_evangelism@live.ca>; msdressler@hotmail.com <msdressler@hotmail.com>; rehanakhan33@yahoo.com <rehanakhan33@yahoo.com>; robert5carlo@hotmail.com <robert5carlo@hotmail.com>; robertad6@sympatico.ca <robertad6@sympatico.ca>; councillor_minnan-wong@toronto.ca <councillor_minnan-wong@toronto.ca>; councillor_wongtam@toronto.ca <councillor_wongtam@toronto.ca>; paul.raftis@toronto.ca <paul.raftis@toronto.ca>; marchut17@rogers.com <marchut17@rogers.com>; Jill Bada <jill.bada@torontohousing.ca>; Karen Phillips <karen.phillips@torontohousing.ca>; Mayor Tory <mayor_tory@toronto.ca>; Kanapathipillai Ramalingam <raka55@hotmail.com>; Senior Tenants Advisory Committee <stac@torontohousing.ca>; Lisa Gervais <lisefreespirit@hotmail.com>; Grant Coffey <grant.coffey@torontohousing.ca>; Christine Markham <christine.markham@torontohousing.ca>; help@torontohousing.ca <help@torontohousing.ca>; Seniors Services and Long-Term Care <ltc-ho@toronto.ca>; Brad Priggen <brad.priggen@torontohousing.ca>
Sent: Tuesday, December 15, 2020, 12:08:57 PM EST
Subject: Fw: Emergency Contacts - Starving Toby - Keys and a Karen

PS

It might interest you to know - or at least be good for a belly laugh - that the information that Mr Pridgin so sententiously provided me with, was also WRONG. I have just spoken to one Tim at the Help Centre, who informs me that because there is only 1 name on my lease, I cannot order additional keys.

So, I cannot help wondering just how valuabe was that team Mr Pridgin spoke of, and is evidently a member of? If only I had a nicke!

Regards,
Jon Rowland

129-25 West Lodge
"Murder" Robinson Apts

----- Forwarded Message -----
From: jon rowland <jonrowland7@yahoo.com>
To: Brad Priggen <brad.priggen@torontohousing.ca>
Cc: bill19sag53@rogers.com <bill19sag53@rogers.com>; chrisguaschluta@gmail.com <chrisguaschluta@gmail.com>; dianemalott@gmail.com <dianemalott@gmail.com>; findcolleges@yahoo.ca <findcolleges@yahoo.ca>; jimmeeks13@gmail.com <jimmeeks13@gmail.com>; jonrowland7@yahoo.com <jonrowland7@yahoo.com>; kiarafine@yahoo.com <kiarafine@yahoo.com>; mauriesue@gmail.com <mauriesue@gmail.com>; minister_evangelism@live.ca <minister_evangelism@live.ca>; msdressler@hotmail.com <msdressler@hotmail.com>; rehanakhan33@yahoo.com <rehanakhan33@yahoo.com>; robert5carlo@hotmail.com <robert5carlo@hotmail.com>; robertad6@sympatico.ca <robertad6@sympatico.ca>; councillor_minnan-wong@toronto.ca <councillor_minnan-wong@toronto.ca>; councillor_wongtam@toronto.ca <councillor_wongtam@toronto.ca>; paul.raftis@toronto.ca <paul.raftis@toronto.ca>; marchut17@rogers.com <marchut17@rogers.com>; Jill Bada <jill.bada@torontohousing.ca>; Karen Phillips <karen.phillips@torontohousing.ca>; Mayor Tory <mayor_tory@toronto.ca>; Kanapathipillai Ramalingam <raka55@hotmail.com>; Senior Tenants Advisory Committee <stac@torontohousing.ca>; Lisa Gervais <lisefreespirit@hotmail.com>; Grant Coffey <grant.coffey@torontohousing.ca>; Christine Markham <christine.markham@torontohousing.ca>; help@torontohousing.ca <help@torontohousing.ca>
Sent: Tuesday, December 15, 2020, 11:20:56 AM EST
Subject: Re: Emergency Contacts - Starving Toby - Keys and a Karen

Thank you for the information, which I deeply regret Ms Phillips did not communicate. Given her captious, withholding and condescending manner, not to mention her routine habit of passing the buck - something she probably shares with yourself, since it's endemic among the so-called Seniors West Team - indeed, yet another form of VIRUS - I have to conclude that Ms Phillips and all her ilk are profoundly unsuited to work with a vulnerable seniors populaations. Such people might do better working for a jail, but I wouldn't count on that - and certainly not for long.

Finally don't be sorry. My interpretation was the right one. There can be no other for communications that are incomplete, heartless, and begin every sentence like a nazi camp commandante to an inmate with "please note.... please note.... please note...." I have endured a year of torment here because of Ms Phillips incompetent fecklessness. If such is indeed a valued member of your so-called team, then I regret to inform you that it's really not very valuable at all

To expect to continue in a position for which you are so unsuited, is indeed to be a Karen.

In the future do no address me as Jon, Mr Pridgin. We are not on first name terms. You can call me Mr, or as Boris Karloff said in one of his campier roles, "My friends, out of courtesy, call me DOCTOR!"

MIXED regards,
Jon Rowland
129-25 West Lodge
"Murder" Robinson Apts

On Tuesday, December 15, 2020, 10:58:11 AM EST, Brad Priggen <brad.priggen@torontohousing.ca> wrote:

Jon,

I am sorry to hear that you have interpreted Ms. Phillip's response as described below, Ms Phillips is a valuable member of the the Seniors West Team.

I would like to clarify that Ms. Phillips is correct and we are unable to access to anyone to your leased premises that is not a lease holder, or has a valid Power of Attorney for finance as set out in the Residential Tenancies Act.

We do understand that Resident's may require additional keys/FOB's to provide to care givers, family and friends at their discretion, these can be obtained through a work order and there is a $25.00 charge per FOB, $15.00 per key. Should you wish to purchase one or two additional sets of keys please contact (416)981-5500 to make such a request

Brad Priggen

Manager, Seniors Housing Unit West

Toronto Community Housing
423 Yonge St. 2nd Floor, Toronto, ON M5B 1T2
T: 416 981-6900
torontohousing.ca

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Begin forwarded message:

From: jon rowland <jonrowland7@yahoo.com>
Date: December 15, 2020 at 7:34:59 AM EST
To: "help at torontohousing.ca" <help@torontohousing.ca>
Cc: bill19sag53@rogers.com, chrisguaschluta@gmail.com, dianemalott@gmail.com, findcolleges@yahoo.ca, jimmeeks13@gmail.com, jonrowland7@yahoo.com, kiarafine@yahoo.com, mauriesue@gmail.com, minister_evangelism@live.ca, msdressler@hotmail.com, rehanakhan33@yahoo.com, robert5carlo@hotmail.com, robertad6@sympatico.ca, Jill Bada <Jill.Bada@torontohousing.ca>, Kanapathipillai Ramalingam <raka55@hotmail.com>, Senior Tenants Advisory Committee <STAC@torontohousing.ca>, Grant Coffey <Grant.Coffey@torontohousing.ca>, councillor_minnan-wong@toronto.ca, councillor_wongtam@toronto.ca, paul.raftis@toronto.ca, Karen Phillips <Karen.Phillips@torontohousing.ca>, marchut17@rogers.com, Christine Markham <Christine.Markham@torontohousing.ca>, Lisa Gervais <lisefreespirit@hotmail.com>, Mayor Tory <mayor_tory@toronto.ca>
Subject: Fw: Emergency Contacts - Starving Toby - Keys and a Karen

CAUTION: This email originated from outside of Toronto Community Housing (TCHC). Do not click links or open attachments unless you recognize the sender and know the content is safe.
Re: Keys and a Karen

I need 2 keys and 2 fobs ASAP to give one set to a social worker from St Joe's and the other to a trusted friend who lives nearby. This is because the incumbent tenant services coordinator, Ms Karen Phillips, has suddenly informed me, in reply to a request to alter a previously acceptable arrangement for someone to have access to my unit and - especially - to my cat, that NO ONE would be allowed ANY access without POWER OF ATTORNEY This effectively meant that my cat would starve. When I called her out on this, Ms Phillips attempted to walk it back, in characteristically frigid terms - "Please note.... etc."

It seems Ms Phillips begins every such communication by saying - between clenched teeth? - "PLEASE NOTE." Perhaps what she really means is "ACHTUNG you ittle piece of shit." That is certainly how it seems. I note that Ms Phillips - characteresticaly - totally omitted how - now that I MUST have an extra key - I shoud obtain one. Great coordination too, Ms Philips.

Given the importance of the Tenant Services Co-ordinator, and how ill-suited Ms Phillip appears to be for the position - because this last episodoe is only typical of many other instances characterized by bad lousy communication, incomplete information, unhelpfulness, condescension, and bitchiness - it also seems very likely that the bad conditions that have prevailed for some time at May Robinson - especially the uncontrolled criminal activity - are largely attributabe to herself. I have experienced criminal activity up close here on West Lodge and Ms Phillips's reaction was to be curt, dismissve, and finally to pass the buck in a very big way.

Needless to say, but perhaps worth repeating anyway, Ms Phillips is the last person on earth I would trust with my cat.

To return to the KEYS. I require 2 sets (! key and 1 fob each). I cannot obtain these, despite from any retailer. They have to come from Housing and hopefully in a day or two. Ms Phillips is another matter..

Best regards
Jon Rowland
129-25 West Lodge

PS I have forwarded a copy of this to the STAC committee (Seniors Toadies and Collabos?) as yet another illustration of bad procedures, bad communication, and indeed bad staffing that characterized the old model and ought to be expunged from the new - at least if it is to be any good.

----- Forwarded Message -----
From: jon rowland <jonrowland7@yahoo.com>
To: help@torontohousing.ca <help@torontohousing.ca>
Cc: bill19sag53@rogers.com <bill19sag53@rogers.com>; chrisguaschluta@gmail.com <chrisguaschluta@gmail.com>; dianemalott@gmail.com <dianemalott@gmail.com>; findcolleges@yahoo.ca <findcolleges@yahoo.ca>; jimmeeks13@gmail.com <jimmeeks13@gmail.com>; jonrowland7@yahoo.com <jonrowland7@yahoo.com>; kiarafine@yahoo.com <kiarafine@yahoo.com>; mauriesue@gmail.com <mauriesue@gmail.com>; minister_evangelism@live.ca <minister_evangelism@live.ca>; msdressler@hotmail.com <msdressler@hotmail.com>; rehanakhan33@yahoo.com <rehanakhan33@yahoo.com>; robert5carlo@hotmail.com <robert5carlo@hotmail.com>; robertad6@sympatico.ca <robertad6@sympatico.ca>; Jill Bada <jill.bada@torontohousing.ca>; Kanapathipillai Ramalingam <raka55@hotmail.com>; Senior Tenants Advisory Committee <stac@torontohousing.ca>; Grant Coffey <grant.coffey@torontohousing.ca>; councillor_minnan-wong@toronto.ca <councillor_minnan-wong@toronto.ca>; councillor_wongtam@toronto.ca <councillor_wongtam@toronto.ca>; paul.raftis@toronto.ca <paul.raftis@toronto.ca>
Sent: Thursday, December 10, 2020, 07:26:58 PM EST
Subject: Fw: Emergency Contacts

I have to complain about Ms Karen Phillips. She talks to me like she thinks she's the SS Warden in a concentration camp and I am her prisoner.

"Please note that your cat will not be allowed to starve." What an isanely callous and inappropriate remark. However, since my friend or a designated worker will not be allowed to see him, he WILL be held CAPTIVE on a ration of - what? - bread and water - and in SOLITARY CONFINEMENT TOO?!

I do not want to be talked to this way by an empolyee of Toronto Housing or by anyone else for that matter. I take care of my cat myself. The last thing I want to do, is entrust his welfare to someone who talks like she'd just as soon skin him for a lampshade or boil him for soap.

Maybe Toronto South Detention Centre could use Ms Phillips, for her lack of empathy - but don't count on it.

----- Forwarded Message -----
From: Karen Phillips <karen.phillips@torontohousing.ca>
To: jon rowland <jonrowland7@yahoo.com>
Sent: Thursday, December 10, 2020, 02:55:47 PM EST
Subject: RE: Emergency Contacts

I will disregard your comments. Please note that your cat would not be allowed to starve.

[Toronto Community Housing Logo]

Karen Phillips
Tenant Service Coordinator
Seniors Housing Unit West

Toronto Community Housing
423 Yonge St.
Toronto, Ontario M5B 1T2
karen.phillips@torontohousing.ca<mailto:karen.phillips@torontohousing.ca>
T: 416-981-6906
F:416-981-6557

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From: jon rowland [mailto:jonrowland7@yahoo.com]
Sent: Thursday, December 10 2020 2:53 PM
To: Karen Phillips

Subject: Re: Emergency Contacts

CAUTION: This email originated from outside of Toronto Community Housing (TCHC). Do not click links or open attachments unless you recognize the sender and know the content is safe.

Why are you only telling me this now? Why didn't you tell me when I first arranged for someone to get my cat? Do you mean to tell me that you'd let my cat starve, rather than let someone in to feed him. I wouldn't put it past you.

Please be informed that this is (not0 great communicaion, Ms Phillips. I really look forward to not having you as my so called tenant services coordinator in the very near future.

Best regards
Jon Rowland
129-25 West Lodge

On Thursday, December 10, 2020, 02:47:49 PM EST, Karen Phillips <karen.phillips@torontohousing.ca<mailto:karen.phillips@torontohousing.ca>> wrote:

Thank you for the information. I will certainly update your file. Please be informed the TCHC is not permitted to allow anyone access to your unit unless they provide documentation that they have power of attorney for your property or you have already provided them with access by providing them with a key.

[Toronto Community Housing Logo]

Karen Phillips
Tenant Service Coordinator
Seniors Housing Unit West

Toronto Community Housing
423 Yonge St.
Toronto, Ontario M5B 1T2
karen.phillips@torontohousing.ca<mailto:karen.phillips@torontohousing.ca>
T: 416-981-6906
F:416-981-6557

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From: jon rowland [mailto:jonrowland7@yahoo.com]
Sent: Thursday, December 10, 2020 1:32 PM
To: Karen Phillips
Subject: Emergency Contacts

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Attention: Karen Phillips, TCHC

Tenant Services Coordinator

Please remove all others from my emergency contacts except Dr Akshaan Kaul, St Joseph's Health Centre Family Medicine, 30 The Queensway Toronto ON M6R 1B5 Phone: (416) 530-6860. Fax: (416) 530-6160.

Only Dr Kaul or - more likely - a social worker from St Joe's - should have access to my unit in the event that I am incapacitated. I am principally concerned about a pet cat that I own. In the event that I am temporarily too ill to look after it, a social worker would feed it or, if I am deceased, either remove it and take it to a shelter for adoption or offer it to someone previously arranged.

In the event that I am deceased, and no other arrangements have been made, staff should discard the contents of my unit. There won't be much, anyway.

Regards,
Jon Rowland
129-25 West Lodge

Please confirm once you have read my email and have made the requested change. Thanks.

image001.png
3.8kB

DSC04783.JPG
3.5MB

PS

Nearly 4 years of illegal activity outside my door at "Murder" Robinson and so-called Tenant Services Coordinator

Karen "The Karen" Phillips

NEVER ONCE

called the cops or even Toronto Community Housing's private police force – but a few criticisms from me, about even this, delivered to the Senior Tenants Advisory Committee (STAC) and she sends a special constable to pound on my door like a NAZI and order me to STOP.

Is this HOUSING? No, this is

WAREHOUSING, this is

TORONTO HOUSING FASCISM.

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